

CONTESTABILITY IN GOVERNMENT

Ensuring you receive the best value from the market

Recently there have been major savings and quality improvements in applying financial performance expectations and productivity across a number of portfolios, including health, defence, prisons, collection of household waste, transport and infrastructure. Many Departments are adopting a contestability framework as a means of evaluating and improving service delivery and ultimately delivering better value. Contestability involves “testing” how services would rate in a competitive market.

This course encourages participants to look more broadly at the supply and elasticity of the market. Government is a big purchaser of services. Maybe you are an easy touch in some areas. Maybe a supplier is pulling the wool over your eyes. Maybe you simply want to improve your decision-making effectiveness. Whatever the reason, contestability is a proven and powerful framework that will give your department or team a reality check and improve overall effectiveness.

“Contestability theory was developed by the American economist, Will Baumol, who recognised that monopoly providers do not need to be exposed to actual competition in order to act competitively, but only the threat of competition.”

— Dr Goyal, 2010

CONTESTABILITY
TESTS HOW
SERVICES
WOULD RATE IN
A COMPETITIVE
MARKET

KEY LEARNING OUTCOMES

At the conclusion of this course participants will be able to:

- help improve the prospects of more competition in service delivery
- add value to the quality of service delivery
- implement a contestability approach to your service delivery portfolio
- improve service outcomes for consumers
- evaluate how current service delivery measures against market standards
- improve successful delivery by identifying which contestability models work for different services
- expand the thinking of policy makers to the range of activities where contestability can deliver benefits
- apply contestability to strategic thinking and planning

NUTS AND BOLTS

This program can be facilitated at your office.

Guidelines

- **Group Size:** An ideal group size is 4–10 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your offices. Alternatively, we can provide a venue at a small additional cost.
- **Duration:** To fit with your timeframe.
- **Cost:** Upon request.

- **Target Audience:** Senior Managers, Middle Managers and Key Staff in Government

Look at what you receive within 24 hours at no cost:

- a program outline
- a bio of a proposed facilitator
- program cost
- possible dates (if requested)

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